

# THE STATE OF COLORADO

# **Overview of the State Travel Management Program**

The State Travel Management Program was created by statute under section CRS 24-30-1118. The Program has also adopted rules that apply to all travel 1CCR 103-1; Executive Order D 005 03



TRAVEL PAYMENT PROGRAM: Citibank VISA accounts are available as 1) a central travel account (CTA) for airline, train and other common carrier ticket purchases; 2) an individual charge card system; (individual-joint/several liability) and 3) a central travel card (event card), a tax-exempt card primarily to manage occasional travelers by third-party billing. Also offered are 4) the integrated ONE card that combines the benefits of both procurement & travel cards. These charge systems provide the State of Colorado with needed airline, lost luggage, and car rental insurance and allow us to track expenses such as airfare, car rentals and hotels. State Rules require that all our travelers have their own State Travel cards for all foreign travel or for busy in-state and out of state travelers. There is no charge or upfront credit check for issuing the card, nor are there annual fees. The State Travel Management Program will assist travelers with billing disputes or insurance claims which occur with the use of the Travel Payment Program. By contract, cardholders are required to report lost or stolen travel cards immediately. To report any lost, stolen or compromised Citi Bank cards contact Customer Service available 24/7 at 800-248-4553. For questions about CitiBank account set up, transfers or terminations please call your agency travel office. CitiBank provides training and support for cardholders. This help is available online at:

## www.citimanager.com

Web Based Training: CitiManager User ID → Under Web Tools → Citi Commercial Card Learning & System Support (CLASS) Technical support for using this web site is 800-790-7206available 24/7.

### Use of State Travel cards is restricted to official state travel only

TRAVEL AGENCY SERVICES: The State has awarded mandatory travel agency service agreements that allow all State agencies to select travel agencies for use by their air travelers. The selections are available on the state travel website.

AIRLINES: The State of Colorado city-pair price agreements are issued to three (3) airlines: Great Lakes, Frontier and United. A citypair is represented by the city of origination and a city of destination and may include round trip or one-way travel. STMP provides a complete list of the two-tiered published airfares, effective July 1, 2011 to June 30, 2012 at our web site. The two-tiers available are:

Unrestricted Fare(s): A full coach contract airfare--for example a YCACO fare-- is understood as a fare with no capacity controls that is fully refundable, requires no advance purchase, no overnight stay requirements, no flight specific limits and must have last seat availability-- a fare without restrictions. Fare is fully refundable and changeable. If there is a difference in fare on the change (i.e. city pair change) the difference will be collected.

Capacity Controlled Fare(s): A full coach contract airfare--for example a WCACO fare--is understood as a fare with capacity controls that is fully refundable, requires no advance purchase, no overnight stay requirements, no flight specific limits - a fare without restrictions. These fares shall be any available seat above the bottom 1/3 of the airline's seating hierarchy in coach class of the carrier's commercial fare classification code schedule. Fare is fully refundable and changeable. If there is a difference in fare (i.e. city pair change or the capacity controlled class of service is not available on the flight they chose to change to) the difference in fare will be collected.

The contract fares are purchased by the awarded Travel Agencies on behalf of STMP participants. The use of these agreements is an internal business decision based on STMP participant needs.

**LODGING:** The State Travel Management Program has created the Basic Ordering Agreement for In-State Lodging to meet the varied needs of the State of Colorado employee travelers. The BOA is to provide a higher level of customer service with GUARANTEES that STMP, Travel Compliance Designee's, Travel Arrangers and employee

travelers can count on. To summarize, the BOA for In-State Lodging requires:

- LRA Last Room Availability
- State ID accepted
- State Business cards accepted
- Third-Party Billing Template
- ALL Colorado Properties Participate
- PCI Security Standards Followed
- Accept Tax-Exempt Cert. copies ■ NO Copies of CC or Driver's License
- Guaranteed Cost Savings of 10%-30% from GSA Per Diem or Rack Rate

#### ▲ Choice Hotels International

▲ La Quinta Inns, 1-800-531-5900, CD# is SOC; to book on- line use CD # SOCLQ



WSCA Lodging is a nationwide lodging program that contains a searchable 10,000 qualified of over database lodging facilities that will honor GSA Per-Diem Rates for State and Political Subdivision employees traveling on official business.

AUTO RENTALS: The current mandatory price agreements with the State of Colorado are with Avis, Budget, Budget Truck, Enterprise, National and Hertz. The mandatory agreements are required if the awarded vendor:

- is located in an awarded city where the rental occurs, 1)
- 2) has the category of vehicle necessary, and
- honors the terms of the price agreement.

### CDW & Liability Insurance are BOTH included with rental rate

Use of the State Travel card assures rates are honored and is a contractual requirement. For any one-way car rental within the frontrange of the State of Colorado there is no drop charge or mileage charge.

Avis Rent-A-Car provides the CDW & liability insurance necessary for compliance with the fiscal rules of Colorado with any awarded city listed on the Automobile Rental Matrix. For customer service call Holly Ferguson at 1-800-525-7521 ext. 31695.

The State's account number is A514100

Budget Rent-A-Car provides the CDW & liability insurance necessary for complete compliance with the fiscal rules of Colorado with any awarded city listed on the Automobile Rental Matrix. For customer service call Ashley K. Halderman 1-800-621-2844.

The State's account number is T143800

Budget Truck Rental provides the CDW & liability insurance necessary for compliance with the fiscal rules of Colorado. Vehicle types include Cargo Vans, Box Trucks and Trailers. For customer service call Nancy Mayberry 1-866-628-5774.

The State's account number is 56000133710

Hertz Rent-A-Car provides the CDW & liability insurance necessary for compliance with the fiscal rules of Colorado with any awarded city listed on the Automobile Rental Matrix. For customer service call Laura Melish at 303-944-5728.

The State's account number is 65579

Enterprise/National Rent-A-Car provides the CDW & liability insurance necessary for compliance with the fiscal rules of Colorado with any awarded city listed on the Automobile Rental Matrix. For customer service call Brian Smith at 720-875-9905.

The State's account number is XZ12450

Further details are provided on the Auto Rental page Automobile Rental Matrix:

STATE TRAVEL MANAGEMENT WEB SITE

www.colorado.gov/travel